

# Cultural Competence Checklist: **Policies & Procedures**

Ratings:  
Y Yes  
N No

This tool was developed to heighten your awareness of your agencies'/programs' policies and procedures on working with culturally and linguistically diverse (CLD) populations. There is no answer key. It would be important for you to review those responses which you rated "N".

- \_\_\_ My agency/program has a mission which states that **all** persons shall receive appropriate services.
- \_\_\_ My agency/program has a list of interpreters available if a client should need one.
- \_\_\_ My agency/program has a policy for handling inappropriate language or behaviors, that is based on race, ethnicity, gender, ability or sexual orientation, by staff members.
- \_\_\_ My agency/program actively recruits employees who can speak languages in addition to English.
- \_\_\_ My agency/program actively recruits employees from culturally and linguistically diverse (CLD) populations.
- \_\_\_ My agency/program actively recruits employees who have experience working with CLD populations.
- \_\_\_ My agency/program has an equal opportunity employment (EOE) policy.
- \_\_\_ My agency/program has persons from CLD backgrounds in leadership roles.
- \_\_\_ My agency/program promotes persons who speak with accents or dialects based on job performance, not based on use of Mainstream American English.
- \_\_\_ My agency/program provides feedback to all staff based on job performance, not based on use of Mainstream American English.



While several sources were consulted in the development of this checklist, the following documents inspired its design.  
Goode, T. D. (1989, revised 2002). Promoting cultural and linguistic competence self-assessment checklist for personnel  
Providing services and supports in early intervention and childhood settings.